Role Description
RTO Services Officer (generic)

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Division/Directorate/Branch/Unit	Field Operations, Community Safety, ComSafe
Classification/Grade/Band	Clerk Grade 3/4
Kind of Employment	Ongoing
Role Number	52014650,52014647
ANZSCO Code	531111
PCAT Code	1127172
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

Provide a broad range of client support services relating to commercial training programs with a strong focus on customer service and associated RTO compliance against Standards for Registered Training Organisations

Key accountabilities

- Provide a first point of client contact along with general administrative support relating to RTO operations including enquiries, bookings, enrolments, trainer schedules, participant files, data management and project assistance
- Maintain the learning management system, portals and social media apps
- Compile necessary documentation to comply with the Standards for Registered Training organisations across all operations and training/assessment activities
- Provide administrative support and updates which emphasise data integrity for program documentation, readings, PowerPoint, learner guides, assessments and trainer information through the on-line platform – JobReady.RTO learning management system (LMS).
- Assist with budget/financial matters including accounts processing, purchase orders, invoice processing, monthly reconciliations, outstanding debits, budget tracking and ad-hoc reporting, through SAP
- Organise workshops/meetings, venues and facilities, attendees, agendas, minutes and providing follow up action prior to future meetings
- Uncover client needs and sell training solutions through the provision of prompt and excellent customer service
- Participate in the development of consultation strategies for up-selling accredited and non accredited training services to the Community/Health Care Services industry, commercial business and individual learners
- Identify opportunities for, and assist in the design and distribution of marketing and promotional material
- Maintain the work unit's electronic records management and document tracking systems, generate and analyse reports for information management and in support of policy development and procedural enhancements

Key challenges

- Maintaining a current knowledge of Training Package Rules and Standards for Registered Training Organisations and internal operational policy, procedures and legislation that impact on RTO business operations and activities to ensure credible basis for advice and training services
- Providing quality customer service within a high workload environment under time pressures, competing demands and shifting priorities
- Manage large volumes of data and documentation, ensuring the quality, accuracy, integrity and security of the input to and output from LMS
- Identify potential areas of compliance vulnerability and risk and escalates for resolve of problematic issues

Key relationships

Who	Why
Internal	
ComSafe Management	• Provide reports/updates and receive guidance in prioritising and handling non-routine matters
Work Unit Team	• As a team member contributing to the development of team goals, plans and mutual support • Liaise on revenue and receivables issues; consult on credit and debt recovery actions • Provide administrative support services for the business unit
Trainers	• To inform business processes and continued relationships
External	
Clients / Stakeholders	• Strong customer service focus and liaise effectively with employers, students, external bodies • Provide advice and information to resolve customer requests, issues and enquiries on a range of training issues and services • Client needs and supporting training solutions
Other RTO Agencies	• RTOs to ensure ComSafe activities are delivered and recorded in accordance with VET sector guidelines

Role dimensions

Decision making

- Operates with a degree of independence in relation to support and administrative duties and is often required to assess urgency/priority of requests
- Decisions within established guidelines in dealing with internal and external clients
- As the first point of contact for the business unit the position holder must exercise judgment in deciding what information can be released and providing advice on appropriate referral

Reporting line: Business Support Coordinator, ComSafe
Direct reports: Nil
Budget/Expenditure: Nil

Essential Requirements

1. Demonstrated experience in the provision of administrative and support services in a small team environment.
2. Understanding of Standards for Registered Training Organisations, USI requirements and Training Packages

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural Indicators**	**Level**
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
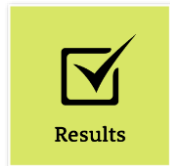
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions	Foundational
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	**Capability name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Level
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Level
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Level
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Level